

Commonwealth of Massachusetts

Executive Office of Health and
Human Services



Chapter 257 of the Acts of 2008

Provider Information and Dialogue Session:

MRC & MCB – General Programs

August 27, 2014

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Agenda



- Chapter 257 of the Acts of 2008
- Review of Pricing Analysis and Methodologies
- Overview of Programs/Models in Development
 - Assistive Technology Independent Living (ATIL)
 - Home Care Assistance/ Homemaker
 - Orientation & Mobility (O&M)
 - Mobile Eye
- Next Steps
- Questions/Feedback



Chapter 257 of the Acts of 2008 Regulates Pricing for the POS System



Chapter 257 places authority for determination of Purchase of Service reimbursement rates with the Secretary of Health and Human Services under MGL 118E. The Center for Health Information and Analysis (CHIA) provides staffing and support for the development of Chapter 257 pricing.

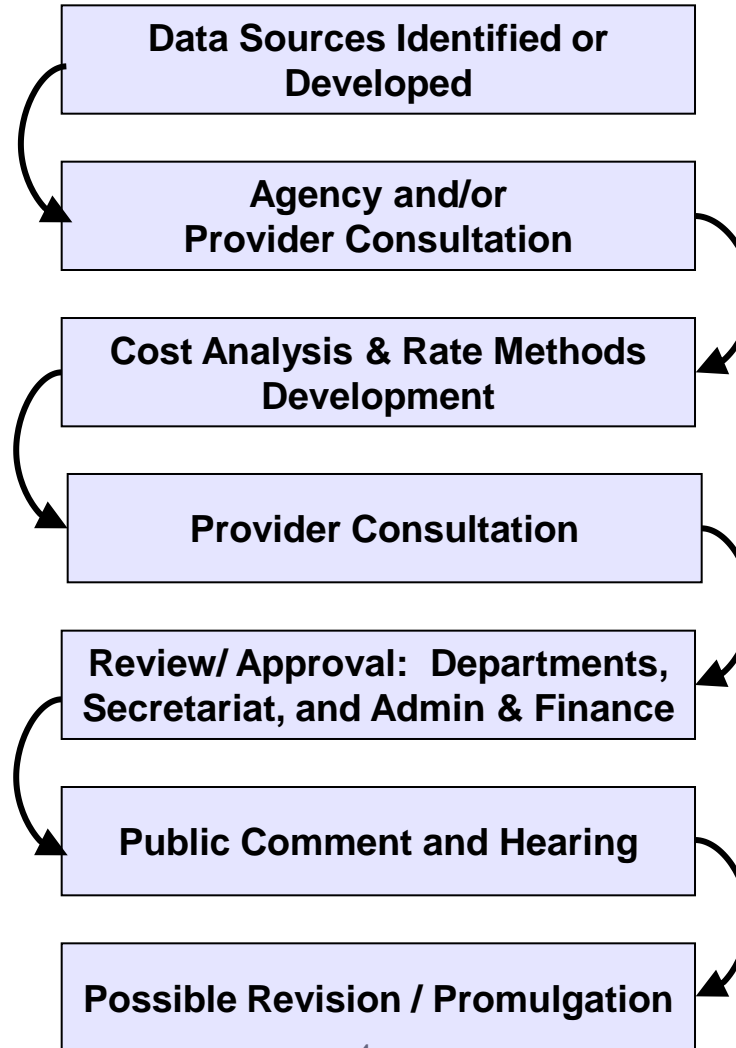
- Chapter 257 requires that the following criteria be considered when setting and reviewing human service reimbursement rates:
 - Reasonable costs incurred by efficiently and economically operated providers
 - Reasonable costs to providers of any existing or new governmental mandate
 - Changes in costs associated with the delivery of services (e.g. inflation)
 - Substantial geographical differences in the costs of service delivery



Process of Analysis, Development, Approval, and Hearing



Pricing Analysis, Rate Development, Approval, and Hearing Process





MRC & MCB – General Programs

Program Spending



Dept.	Code	Program Name	FY13 Spending
MRC	2218	Assistive Technology Independent Living	\$834,218
MRC	2220	Home Care Assistance	\$3,379,994
MCB	2219	Homemaker	\$199,035
MCB	2121	Orientation and Mobility	\$314,130
MCB	2406	Mobile Eye	\$154,367



MRC & MCB – General Programs

Assistive Technology Independent Living



- The MRC Assistive Technology Independent Living Program includes services that support independent living for individuals with disabilities by providing assistive technology to maximize their ability to control their environment and achieve self-determined goals.
- The Program provides individuals with severe disabilities access to assistive technology devices and training.
- Assistive technology devices and services help to maximize consumers' independence in performing tasks such as paying bills, writing letters, money management, shopping, controlling the home environment and improving communication.



MRC & MCB – General Programs

Assistive Technology Independent Living



- The project team used FY13 contract data and provider summary information to develop a model budget framework.
- The full-time employees (FTEs) who personally assist consumers with Assistive Technology devices are listed under *Direct Client Interaction*.
- Available Client Hours were determined using a standard productivity calculation.

MRC ASSISTIVE TECHNOLOGY INDEPENDENT LIVING		
		Client Hours 1,084
Position	FTEs	% of Cost
Management	0.18	
Direct Client Interaction	1.57	
Support	0.23	
Total Staffing	1.98	66%
Tax and Fringe		13%
Total Compensation		79%
Occupancy		
Staff Training		
Staff Mileage		
Total Reimbursable Expenses		88%
Admin. Allocation (M & G)		12%
Total Program Expense		100%
Cost Adjustment Factor (CAF)		
Unit Rate		



MRC & MCB – General Programs

Assistive Technology Independent Living



Annual Productivity Standard – Average per DC FTE	Total Hours per DC FTE	Number	Unit
Total Hours	2,080	40 hours	52 Weeks
Vacation	80	10	Days
Sick & Personal	80	10	Days
Training	40	5	Days
Holidays	80	10	Days
Travel	460	10.2	Hours per week
Indirect Client Service	652	14.5	Hours per week
Subtotal Un-Billable Hours	1,392		
Total Billable Hours Per DC FTE	688		

Data from contract and provider summary sheets indicate that on average, weekly hours for staff with Direct Client Interaction break down as follows:

- Direct Client Contact: 13-14 hours per week
- Travel: 10.2 hours per week
- Indirect Client Time: 14.5 hours per week (Documentation, Technology Research, and Equipment Testing)



MRC & MCB – General Programs

Home Care Assistance / Homemaker



- The Home Care Assistance and Homemaker Programs are designed to assist consumers with addressing homemaking tasks that they are unable to perform independently through a collaborative effort among consumers, staff and service providers.
- Both MRC and MCB utilize home care service providers. Currently each agency has a different title for the same basic program: MRC's program is called Home Care Assistance, while MCB references Homemaker. We are in the process of trying to determine a program title that can be used interchangeably for both.
- The intent of the Home Care Assistance and Homemaker Programs is to provide the most minimal assistance necessary to enhance independent living for clients.



MRC & MCB – General Programs Home Care Assistance / Homemaker



To approach a rate, the project team reviewed the FY14 payments from MRC and MCB to 49 active providers. Those payments incorporate the annualized FY13 salary reserve amounts.

The weighted average for Home Care Assistance / Homemaker services at MRC and MCB in FY14 was \$22.30 per hour.

Other factors to be considered in the rate development:

- Section 253 of the GAA, which provided \$6.1M for wage enhancements to home care workers and PCAs from the Community First Trust Fund
- Geographical variations
- Cost Adjustment Factor (CAF) to account for the prospective costs of inflation

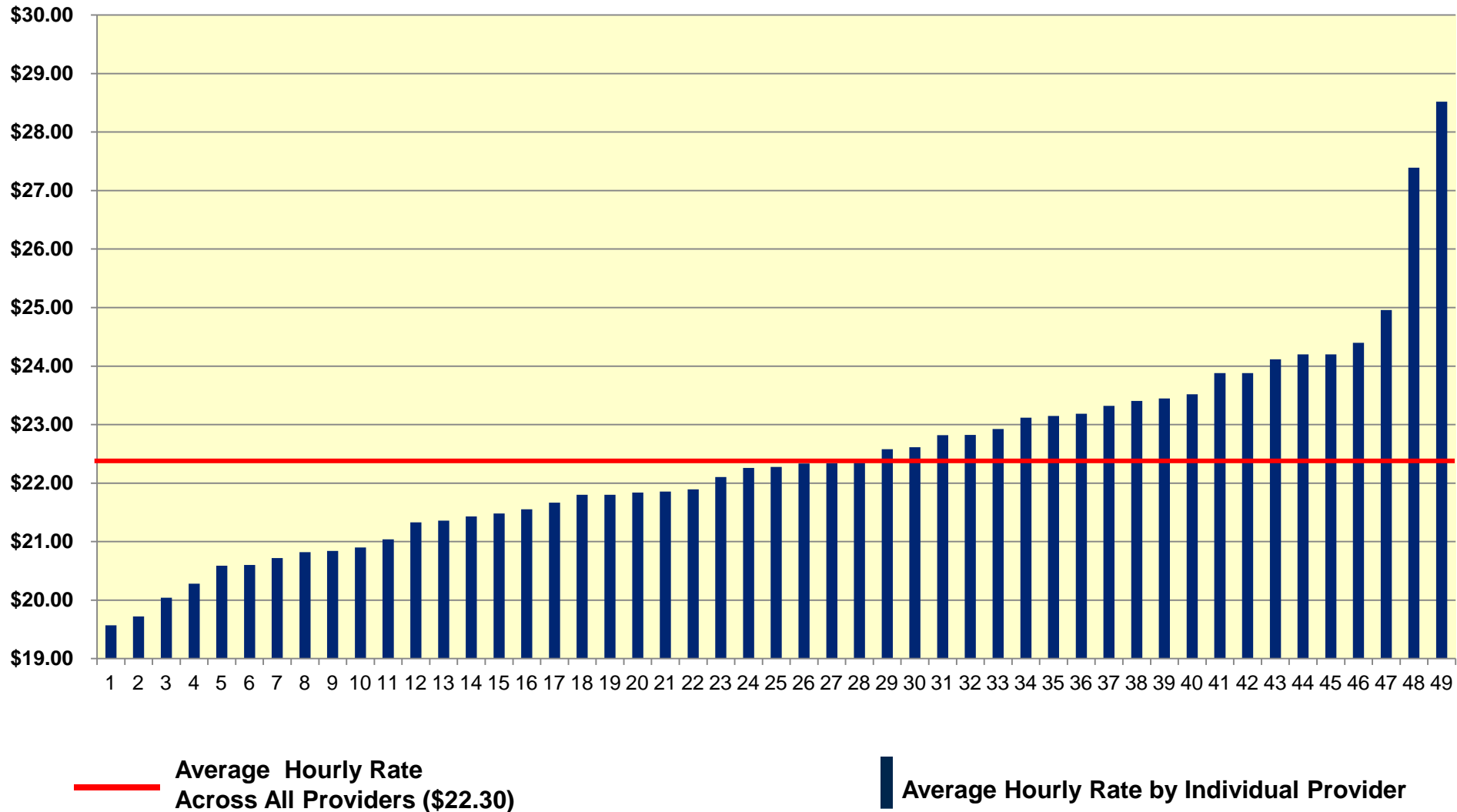


MRC & MCB – General Programs

Home Care Assistance / Homemaker



FY14 Home Care Provider Rates





MRC & MCB – General Programs Orientation and Mobility



- The Orientation and Mobility Program consists of Certified Orientation and Mobility Specialists who provide individualized travel training programs within the consumer's home, workplace and community.
- Instruction begins with an assessment of the individual's travel needs, motivation, and visual and physical abilities. Based upon this assessment, a training program is developed with the goal of maximizing independence.
- For the more experienced traveler, training may focus on providing orientation to a new environment, such as a college campus, work location, new residence, etc.

MCB ORIENTATION AND MOBILITY		
Client Hours		
Position	FTEs	% of Cost
Management	1.07	10%
Certified O & M Specialist	5.01	49%
Support	1.07	6%
Total Staffing	7.15	65%
Tax and Fringe		14%
Total Compensation		79%
Occupancy		
Transportation		
Program Support		
Total Reimbursable Expenses		88%
Admin. Allocation (M & G)		12%
Total Program Expense		100%
Cost Adjustment Factor (CAF)		
Unit Rate		



MRC & MCB – General Programs

Mobile Eye



- Launched in October 2010, the Mobile Eye Clinic is a partnership between New England College of Optometry and MCB, established to serve citizens who lack access to professional eye care, particularly the elderly and housebound.
- The On-Sight Mobile Eye Clinic is a 38-foot van equipped with a wheelchair lift and two exam lanes for comprehensive eye examinations and low-vision rehabilitation.
- Patients who need eyeglasses can choose from a wide selection of frames available on the van. If their condition requires follow-up treatment, the staff refers them to a specialist and arranges transportation.

MCB MOBILE EYE		
Business Days		176
Position	FTEs	% of Cost
Management	0.80	11%
Medical		
Physician	0.80	24%
Optician	0.80	10%
Support	0.80	9%
Driver	0.80	9%
Total Staffing	4.00	63%
Tax and Fringe		13%
Total Compensation		76%
Occupancy		
Transportation		
Program Materials and Supplies		
Total Reimb Exp		88%
Admin. Allocation (M & G)		12%
Total Program Expense		100%
Cost Adjustment Factor (CAF)		
Unit Rate		



MRC & MCB – General Programs

Next Steps



- Discuss provider feedback internally
- Recommend final rate proposal to executive staff
- Propose rates via a draft regulation
- Public hearing – oral and written testimony
- Review submitted testimony, revise rates as needed
- Finalize rates



Questions/Feedback



The meeting presentation will be posted on Chapter 257 website:
www.mass.gov/hhs/chapter257

Comments and questions regarding Chapter 257 process can be
sent to: EOHHSPOSPolicyOffice@state.ma.us